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# SECTION A -- SOLICITATION/CONTRACT FORM

# A.1 SUMMARY OF CHANGES

The free form item 'PRICING has been added.
The free form item 'STATEMENT OF WORK has been edited.
Clause 'HC.12.003 - Submissions' has been edited.

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# SECTION B -- SUPPLIES OR SERVICES AND PRICES

# B.1 PRICING

The contractor shall offer a percent discount for items included in their catalogue.

The percent discount shall remain constant for the entire contract period (with the exception of voluntary discount increases) including option periods, if exercised. Voluntary discount increases are encouraged on high usage items. The Contractor shall propose a procedure to monitor the market and offer discounts and/or price breaks for those items most commonly used in high volumes. As appropriate, the Contractor shall also specify fees for each service including interfaces to the FFS system, hardware, software, set-up charges, labor costs, etc. The fee structure should be presented in a clearly delineated manner. A cost description should clearly identify the final cost, and primary elements of the cost (i.e., work hours, travel, etc.).

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#### SECTION C -- DESCRIPTIONS AND SPECIFICATIONS

# C.1 STATEMENT OF WORK

### **C.1.1 Description of Work**

The Office of the Chief Administrative Officer (CAO) of the United States House of Representatives (House) is seeking an online ordering service for office supplies that can provide next day delivery to House offices nationwide and throughout the U.S. territories. By seeking a single vendor for online ordering and next day delivery of office supplies, the House expects to benefit from low prices and high quality customer service. The House desires to attain a high level of office participation in the online ordering program. Vendor success in achieving a high level of office participation will depend to a great degree on sales and marketing efforts and the ease of use of the vendor's website.

An integral part of online ordering will be electronic billing and reporting. The House has implemented a paperless automated consolidated billing process for receipt and payment of invoices for vendors that supply various products and services to the House. The process converts electronic invoices provided by the vendor into a file that is processed by the House's core financial and accounting system, the Federal Financial System (FFS). The FFS interface file is processed to generate electronic reports for each House organization being billed as well as the electronic payment to the vendor. Any vendor credits that arise from billing errors or otherwise are also passed through the automated consolidated billing interface.

# **C.1.2** House Environment and Technical History

The House maintains approximately 600 office supply accounts. These accounts consist of Leadership, Member, Committee, and Staff offices in Washington, D.C. and 900 Member District Offices located throughout the U.S. and its territories. District Offices are included in the Member office supply accounts. It is anticipated that each account will have one to three main users of the system solution.

The financial management system currently in use at the House is CGI-AMS - Federal Financial System (FFS) which is operated through an off-site government franchise agency. In the future, the House may replace its current financial system, FFS, with Peoplesoft. If necessary, the vendor will make available resources to test the connectivity and facilitate the transition, currently scheduled in early-mid 2007. There must be NO additional cost to the House for switching from FFS to Peoplesoft. Upon the conversion to Peoplesoft, the vendor must provide a XCBL or XML Common Business library enable website to support punch-out from Peoplesoft E-Procurement.

The House data infrastructure is supported with a web-based communications network with access to both the Intra- and Internet. The House spends approximately \$11 million in office supplies annually with multiple vendors.

# **C.2 REQUIREMENTS**

Contractor shall provide a Web enabled online ordering system, with next day delivery options, for the purchase of office supplies. The Contractor must present a Business Model and high-level implementation plan for the system. This business model is to assume that the selected contractor's system is accessible to individual office staff in House offices throughout the United States and its territories. The vendor should also assume that purchase cards will not be used for purchases under this contract and that the contractor will provide the House with a consolidated billing in electronic format in a timeframe determined by the House and that payment will be made via electronic funds transfer.

The Contractor shall also be required to deliver supplies to locations specified by the House. For Washington, D.C. deliveries, drivers must comply with U.S. Capitol Police Delivery Instructions as elaborated in Attachment A. No deliveries are expected on weekends and federal holidays. Federal holidays are listed in Attachment B.

This contract will be the preferred option for the CAO Office Supply Store purchases of office supplies, but should items not be available or pricing significantly higher, other vendors may be used. House Congressional Offices will be highly encouraged, but not required, to use the system. It is highly desired that the vendor assist the CAO in developing a marketing strategy and marketing the services to House offices to encourage Congressional Offices participation.

Contractor submissions will be evaluated based on the evaluation criteria contained in Section M of the solicitation.

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#### C.2.1 Consolidated Billing and Reporting Requirements

The vendor will work with the House program office and the Office of Financial Systems to refine the following preestablished business process to facilitate the consolidated billing interface.

- 1. The vendor will notify the House interface administrator at the end of each billing period that the electronic billing invoice is available on the vendor's server.
- 2. The Office of Financial Systems will then execute a batch process to FTP (File Transfer Protocol) the billing invoice text file into a pre-defined dataset on the mainframe on which FFS resides. The dataset will then be used by a new report program to create invoice reports for review by the participating individual offices and the payment to the vendor.
- 3. Alternatively, the vendor may FTP the file directly to the DMZ (De-Militarized Zone) server at the Denver data center where the House of Representatives currently has its core financial system. The vendor will then notify the program office and designated personnel in the Financial Systems Department that a file is ready to process.
- 4. The House program office working with the vendor will be responsible for ensuring that the vendor maintains the proper House Organization and Program codes necessary to ensure efficient execution of the billing process. This includes establishing documented internal operating procedures for providing the vendor with any changes in participating organizations or changes in participating organization's Organization Codes or Program codes.
- 5. The vendor will work with the Office of Financial Systems to refine the pre-determined layout of the electronic invoice file by which the vendor will provide detailed billing information to the House. Revisions to the suggested file layout may be necessary to accommodate unique bill statement reporting requirements. The electronic invoice file submitted to the House by the vendor will be formatted as follows.
  - 6. Electronic file will be a fixed-length, flat file with text in all capital letters.
  - 7. Numeric amounts will be padded with zeroes.
- 8. Numeric amounts will not be signed; an increase/decrease (i.e., positive/negative) indicator field will follow the amount field.
- 9. Dollar amounts will have an implied decimal point with two decimal places (e.g., a 10 character numeric field with a value of 5.27 would appear in the file as 0000000527).
- 10. Each record in the file will represent a single transaction and all records will contain a unique key combination to include, at a minimum, Invoice Number, Account Number, House Organization Code, House Program Code, and Item/Service Description.
- 11. A single summary record will appear in the electronic invoice file. The summary record will be marked with a summary record identifier and include the number of detail transaction records in the file, as well as, a dollar amount with a debit or credit indicator. This summary record will be used to verify that the file transmission was successful and that all records in the file are processed.

# **C.2.2** Cost Proposal (including other Director Costs)

Voluntary discount increases are encouraged on high usage items. Attachment 2 lists the top 187 office products purchased at the House. Using Attachment 2, the Contractors shall provide the current price for the item, the discounted price, and the percentage of the discount. The Contractor shall propose a procedure to monitor the market and offer discounts and/or price breaks for those items most commonly used in high volumes. As appropriate, the Contractor shall also specify fees for each service including interfaces to the FFS system, hardware, software, set-up charges, labor costs, etc. The fee structure should be presented in a clearly delineated manner. A cost description should clearly identify the final cost, and primary elements of the cost (i.e., work hours, travel, etc.).

# **C.3 CLIENT SUPPORT REQUIREMENTS**

The House agrees to provide the contractor with access to House staff for interviews and to provide pertinent documentation where available.

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The House will provide the contractor access to any necessary records, manuals, and other materials necessary to conduct the project.

# **C.3.2 House System Security Provisions**

All contractor personnel involved in system access, support, and maintenance of U.S. House of Representatives Information Systems including Committee, Member, and Officer offices, etc. are subject to the rules, regulations, and sanctions as outlined in the House Information Security Policies (HISPOLs). To obtain copies of the HISPOLs, go to http://www.house.gov/cao-opp/currentsol.htm.

#### C.4 OVERALL SYSTEM AND CUSTOMER SERVICE

- 1. An on line ordering system for office supplies that can provide next day delivery to House offices nationwide and throughout the U.S. Territories, with alternative delivery means for offices not in an immediate delivery area.
- 2. A House branded home page for all House users with a common starting point to locate and purchase products from web browser enabled desktop computer systems.
- 3. The user interface must be intuitive enough to require little or no training.
- 4. Ability to provide on-line help
- 5. At a minimum, the system must support client access by Netscape navigator, Microsoft Internet Explorer and the Contractor must have a mitigation plan for dealing with older versions of browsers.
- 6. Utilization of user profiles to automatically populate requisition information.
- 7. Ability to provide Search Functions. (e.g. Search by product number, product name, etc.)
- 8. Automatic requisition and order numbering to trace transactions to internal organization units using the House 7 character designation.
- 9. The proposed system must include receiving functionality that provides for acknowledgment of receipt by a validated end user or proxy and the ability to match an order to items received at ship-to locations.
- 10. Ability for user to create and save customer shopping carts.
- 11. Automatic reorder capability for saved shopping carts.
- 12. On-line access to individual statements and invoices, receiving reports and any other documents deemed pertinent by the House for a period of not less than twelve months. This gives the customers the ability to refer to any invoices or receiving documents that may be questioned on the Monthly Financial Statement or Quarterly Statement of Disbursements.
- 13. Ability to process business logic changes in near real time. (e.g. Changes in approval routings, user account setups, chargeback data, etc.)
- 14. Contractor administration of user access to the system and the ability to add/drop users from the system in near real time. The proposed system must be able to store user-defined cost center codes for each authorized user. In addition, the system must be able to pass these cost center codes back to the House on all interface transactions.
- 15. System must offer historical information.
- 16. System must provide online order tracking that provides status from request through approval, to delivery.
- 17. System must have a streamlined signup process.
- 18. System must provide for off-catalog items, such as Javits-Wagner-O'Day (JWOD) Program (government-mandated) suppliers. JWOD items must be clearly identified. (For more information on these program go to www.jwod.gov)

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- 19. Ability to block access to and ordering of specific types of goods, including office equipment and furniture.
- 20. Ability to allow access to and ordering of furniture for specific users based on the delivery location for which the order is being placed. In addition, remittance information for all furniture orders would need to be provided to the responsible House office.
- 21. Must provide an on-site customer service representative to work a minimum of 30 hours per week. (The House will provide a desk, phone, voice mail and network access. The contractor will provide the computer and peripherals)
- 22. Ability to provide account/charge cards for purchasing supplies.

#### C.4.1 Workflow

Flexible workflow and approval processes to support individual customer needs.

#### C.4.2 Reporting

- 1. The proposed system must provide real time reporting of all system and financial data. In particular, reports for catalog sales, current supplier status, and customer usage by organizational affiliation, users and associated profiles, trend reports, security and audit history/statistics, etc. These reports must be available to all system users via online report generator wizards or menu screens that can be customized to House needs.
- 2. Security for the proposed system must be configurable to restrict access to users based on organizational affiliation and functions to be performed (e.g., approvals vs. purchase requests)
  - 3. The capability to track:
  - history of modifications to official documents (e.g. electronic invoices from vendors)
  - tracking back orders
  - House defined metrics
  - control of order document numbers

#### **C.4.3** Training and Support

- 1. The Contractor will manage all system administration of the profiles and privileges of the House's authorized users.
- 2. Contractor will train users of the system
- 3. Contractor will maintain a help desk support (by phone and/or web) and will provide proposed hours for help desk
- 4. The Contractor will provide and identify a specific individual (including phone number) for discrepancy reporting. The House Contracting Office Representative will contact this person to resolve any and all discrepancies that may arise in the course of this contract. Alternates will be identified during the absences of the primary contact persons.
- 5. The Contractor will provide a process for system problem resolution and a way of tracking, recording, and addressing problems which the House can monitor.
  - 6. Ability to generate notifications, order confirmations for approval routing, and receipt via email messages

# C.4.4 Technical

- 1. Contractor plan for scheduled maintenance is done in such a manner as to not disrupt House operations.
- 2. Ability to monitor product performance and automatically adjust system resources to minimize response times.

#### C.4.5 Security

- 1. The contractor must provide the capability to conduct secure transactions (e.g. minimum of 128 bit encryption)
- 2. The proposed system must include a method by which the House can validate user access profiles.
- 3. Contractor will utilize an authentication capability to process transactions which provides at a minimum a two factor capability (e.g. user id and password)

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- 4. Contractor requires passwords to Contractor system to expire after 60 days and a new user password entered. Changing a user's password must be available to the user as a standard utility.
- 5. The system shall include a "time-out" (but not necessarily log-off) feature to prevent unauthorized system usage if the PC is left unattended or otherwise not accessed within a certain period of time. (e.g. two minutes, 5 minutes)
- 6. The contractor must provide the capability to conduct a periodic user account validation process in a time frame determined by the House.

#### C.4.6 Back-up and Recovery of Data

- 1. The proposal must provide a backup and recovery system that is fully supported by the contractor to ensure  $24 \times 7$  availability and no data loss.
- 2. The vendor must provide a detailed Disaster Recovery /Business Continuity Plan in the event that any segment of the vendor's primary systems becomes unavailable.

#### C.4.7 Archiving

The system must provide an archiving process that provides system history for the duration of the contract to accommodate historical analysis by the House. The system must provide a feature/utility that automatically archives files to the historical file based on user specified parameters. Retrieval of archived data shall be by convenient utility that allows the user to browse the archived files by several variables such as title, date, user, etc. Retrieval shall be accommodated within 24 hours of the request.

#### C.4.8 Electronic Billing and Reporting

- 1. The vendor must have the ability to generate a monthly electronic billing invoice file in a pre-determined format to include transaction level detail records with House provided accounting codes. See attachment for established file layout and formatting specifications.
- 2. The vendor's billing system must have the capability to store House accounting codes in either a drop down list or a validation table in order to perform edits that will ensure accurate account billing information is being transferred in the monthly electronic billing invoice file.
- 3. The vendor must have the ability to make the monthly electronic billing invoice file available on an FTP server that the House administrator can be given access to perform an FTP 'get' function in order to retrieve the invoice file. As an alternative the vendor can FTP interface files to a DMZ server connected to the House financial system, FFS.

# **C.4.9** Accounting Requirements

- 1. Provide line item matching information for orders received, delivered, and invoiced.
- 2. The ability to restrict access to financial information so that House offices enter, update, view, and report only their own office data and the ability for selected Chief Administrative Officer employees to access and produce statistical reports that include data from all cost centers/organizations.
- 3. The ability to define and limit the amount of purchases by organization/cost center based on a predefined spending limit and a predetermined time period.
  - 4. Ability to validate account code data against House defined data elements.
- 5. Control over where items are shipped, based on organization, to verify all items are delivered to an authorized agency location.
- 6. The proposed system must be able to map items ordered to Budget Object Classification (BOC) Codes as well as the subclassification code as defined by the House.
- 7. The capability to record accrual transactions at the end of each month for items that have been ordered and received but not yet paid.

#### **C.4.10** Audit/Compliance Requirements

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- 1. Separation of duties for appropriate internal control e.g. identification of individuals authorizing, approving, verifying, receiving, etc. Order, receiving and approving must be separated and fully integrated with the workflow capability.
- 2. The House Information Systems Security Office may conduct an initial setup and periodic systems audits to ensure compliance with all HISPOLs.

#### C.5 PHASE-IN AND PHASE-OUT PROVISIONS

#### C.5.1 Plans

The Offeror shall provide plans with its offer, describing actions, plans and procedures to ensure (1) a smooth transition from contract award to full operational status, and (2) a smooth transition from contract performance in the current term to performance, perhaps by a different contractor, in another term. Phase-out plans shall include provisions for completion of appropriate contractor responsibilities should there be a contract termination proceeding.

#### C.5.2 Phase-in

- a. The contractor shall assume total responsibility for all operations required by this contract as of the first day of the contract performance period. On the initial day of performance, the contractor shall provide a workforce that is fully qualified and capable of performing all work required under this contract.
- b. The contractor shall coordinate all activities with the outgoing contractor and designated House employees to affect a smooth and orderly transition. The contractor shall ensure, during phase-in activities, that there is no interference with current contractor activities and that discussions with current contractor employees while they are on duty are coordinated with the current contractor. The contractor shall coordinate all visits in advance and arrange to be accompanied by a House or current contractor employee previously designated for that purpose; and the contractor's activities shall be confined to those which can only take place prior to the start of the contract performance period.

#### C.5.3 Phase-out

- a. The Offeror shall present in its proposal a detailed plan for phasing-out operations, regardless of precipitating reasons. The plan shall include procedures for minimizing impact on performance in compliance with standards in the contract. It shall also (1) present procedures for retaining the required staffing level (including key personnel) necessary to provide complete contractual support through expiration of the contract, and (2) describe in detail how responsibility and accountability will be relinquished for all Housse furnished equipment.
- b. At the end of the contract period, the contractor shall coordinate all activities with the follow-on contractor and/or House employees to effect a smooth and orderly transition. The contractor shall remove all contractor-owned equipment not transferred to an incoming contractor or the House, as well as all tools, parts and belongings from the House furnished spaces by midnight on the last day of the contract.

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# SECTION L -- INSTRUCTIONS, CONDITIONS AND NOTICES TO BIDDERS

# L.1 HC.12.003 SUBMISSIONS

**MARCH 2004** 

# **Submission of Proposal**

Offerors shall submit one (1) hardcopy, and one (1) electronic version in MS Word or PDF format by 2:00 PM EST on June 23, 2006. The proposal should be prepared in such format and detail as to enable the House to make a thorough evaluation thereof, and to arrive at a sound determination as to whether or not the offeror can meet the House's requirements. The original shall be so marked, and the copies shall be numbered. Proposal packages shall be sealed in a suitable container, and all containers shall clearly identify firm name and address and Solicitation Number. Proposals shall be submitted to the address shown on Section A. Electronic version shall be emailed to the following email address toinetta.bridgeforth@mail.house.gov and a copy to edwin.davis@mail.house.gov.

# PROPOSALS RECEIVED BY HAND DELIVERY OR FACSIMILE WILL NOT BE ACCEPTED

# **Submission of Questions**

Vendor questions are due not later than 2:00 PM EST on May 26, 2006. All vendor questions must be provided via e-mail to toinetta.bridgeforth@mail.house.gov and a copy to edwin.davis@mail.house.gov or via fax to (202) 226-2214. Questions and Answers will be published in an amendment to the solicitation.

# Withdrawal of Proposal

Proposals may be withdrawn by fax or e-mail, if received prior to award.

# Attachment 1 - Vendor Questions Request for Proposal OPR06000059 Amendment 0002

Question 1: Are there set-asides for Small Businesses? Minority-owned businesses? Women-owned

businesses? Veteran-Owned Small Business? 8(a)Hudzone? Etc.

Answer: No. The House conducts procurements that provide for maximum possible competition

according to the Guidelines for the Procurement of Goods and Services for the U.S. House of

Representatives.

Question 2: Will there be a bidding preference?

**Answer:** See response to Question 1.

Question 3: Is it acceptable to respond to your RFP even though we would be proposing an online

solution for only a portion of the office products category?

Answer: No

Question 4: Can I bid as a prime or subcontractor?

**Answer:** Bidders must be the prime.

Question 5: Is there an incumbent contractor currently providing these services? If yes, would you

mind providing the following information (contractor, contract #, award/expiration date,

and value)?

Answer: OfficeMax is the incumbent contractor. The current contract expires in August

2006. The value of the contract is determined by the number of orders placed.

Question 6: Can we use third-party delivery services such as UPS for this contract?

Answer: Third-party delivery services, such as UPS, can only be used for offices outside the

Washington, DC area. Deliveries made to the Capitol Hill complex must be made to offices by delivery personnel to ensure next-day delivery. (Third-party delivery services, such as

UPS, can not delivery directly to offices in the Capitol Hill complex)

Question 7: Under "Content of Proposals", page 30 there is mention of Section B - Price Schedules.

The RFQ does not contain Section B. Similarly, in the Statement of Work C.2.2 Cost Proposal it speaks of voluntary discounts on high usage items. Is there a list of such items that contractors are required to price for this requirement? We did not see a price schedule as referenced in the bid. How should we price the bid? Will there be a spreadsheet of high

use items for us to use?

**Answer:** See Section B and Attachment 2 of amendment 0002

Question 8: In Section I Contract Clauses, clause I.7 HC.9.019 Buy American, states that only

domestic end products are eligible for this requirement. Given that thousands of common office supply items are now manufactured outside of the U.S. will the House provide a waiver on specific items? If not, how will the successful contractor supply these items if none are manufactured in the U.S.? Will compliance with the Buy American Act be

mandatory or, essentially, best efforts?

Answer: Each vendor is required to determine with their legal counsel whether various

statues apply to this award. E.g., your counsel may inform you that under JWOD, pursuant to 41 USC 48b(7) the term "entity of the Government" includes "any entity

of the legislative branch."

Ouestion 9: In Section L.1. (Content of Proposals) #5 Company Capabilities and Past Experience, you

request that we provide 3 prior projects as references. We would prefer to provide 6

current customers instead of 3 prior and 3 present, is this acceptable?

**Answer:** Yes

# Attachment 1 - Vendor Questions Request for Proposal OPR06000059 Amendment 0002

Question 10: In regards to the Company Capabilities and Past Experience in Section L.1, can we

include a breakdown between commercial and government customers.

**Answer:** Yes

Question 11: In attachment A, there is a requirement to fax driver information 24 hours prior to delivery. If

daily deliveries are anticipated, can the information be kept on file for one regular driver and a

back-up driver rather than daily faxes?

Answer: Yes

Question 12: In terms of purchasing priority, does the CAO store have a higher priority than the BPA awardees

will have? In other words, are they first call or a competitor?

**Answer:** Vendor will be the preferred supplier to the store

Question 13: How many items does the CAO store carry?

**Answer:** Approximately 2500

Question 14: Is the House bound by the JWOD requirements? C4.18 requires the awardee to provide JWOD

products. Will vendors be required to systemically substitute JWOD products for commercial items which are "Essentially the same" (ETS), or should purchasers be given the option to

purchase ETS commercial items even if a JWOD substitute product is available?

Answer: Each vendor is required to determine with their legal counsel whether various statues apply

to this award. E.g., your counsel may inform you that under JWOD, pursuant to 41 USC 48b(7) the term "entity of the Government" includes "any entity of the legislative branch."

Such products must be identifiable via the online system for each product

Question 15: Under C.2 Does the House anticipated the consolidated billing period to exceed a 30 day billing

period or will the payment period be 30 days or less?

Answer: The House anticipates the payment period to be 30 days or less

Question 16: If the House volume does not support the on-site rep for 30 hours a week, what will the

arrangement be to lower those hours?

Answer: If the on-site rep is not required for 30 hours a week the House, at its discretion, will contact

the vendor to consider other arrangements.

Question 17: Will sales be allowed of products made in countries which are not compliant with the Trade

Agreement Acts?

Answer: Each vendor is required to determine with their legal counsel whether various statues

apply to this award. E.g., your counsel may inform you that under JWOD, pursuant to 41 USC 48b(7) the term "entity of the Government" includes "any entity of the legislative

branch."

Question 18: Will this be a single award or multiple awards?

**Answer:** The House intends to make a single award.

Question 19: Will this be mandatory use or optional or will the award be considered the preferred vendor?

Answer: Use of the Office Supply vendor is optional. However, the vendor will be the only

supplier with online billing capabilities for Member and House offices

Question 20: Will the office supplies be bound by GSA requirements?

Answer: No

# <u>Attachment 1 - Vendor Questions</u> Request for Proposal OPR06000059 Amendment 0002

Question 21: Is the House bound by 13101 Green Requirements?

**Answer:** Each vendor is required to determine with their legal counsel whether various

statues apply to this award. E.g., your counsel may inform you that under JWOD, pursuant to 41 USC 48b(7) the term "entity of the Government" includes "any entity

of the legislative branch."

Question 22: Is it possible to get a list of prospective vendors with name, telephone number, and point

of contact planning to solicit for this RFP? I am looking for other vendors to partner with

on this opportunity.

Answer: No

Question 23: Can you clarify the format in which you would like pricing submitted? There was no

Section B attached. Will the HofR consider establishing a core list of products, with

remaining products being priced at a discount off of list price?

**Answer:** See Question 7